

**Department of Family and Support Services-Workforce Services Division
Community Development Block Grant (CDBG) *Transitional Jobs Program*
2021 Scope of Work**

SECTION A – GOALS AND OBJECTIVES

Program Goals

This Scope of Services focuses on the Transitional Jobs program model. Transitional Jobs Programs (TJP) provide time-limited subsidized employment opportunities coupled with intensive wraparound services and skills development to high-need individuals who lack competitive work history and/or knowledge of the workplace. The goal of the program is to help these participants overcome multiple challenges to obtain and sustain employment with wages at or above the Standard City Minimum Wage. Note-Per Illinois Department of Labor-The City of Chicago minimum wage will also increase on July 1, 2020 to \$13.50 per hour for small employers (4 to 20 employees) and \$14 per hour for large employers (21 or more employees).

Target Population

DFSS provides workforce services to individuals facing hurdles to employment and are unemployed or underemployed, low-income, and have limited work skills. **Eligible individuals** must be 18 years of age or older, City of Chicago residents, low to moderate income, and authorized to work in the United States. **and be from one of the priority populations:**

- Homeless Individuals
- Individuals with limited English proficiency
- Returning Citizens

Providers may provide workforce services to Veterans and Individuals with Disabilities who also must meet the eligibility guidelines mentioned above

SECTION B – PERFORMANCE MEASUREMENT

Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The Workforce Services Division at DFSS seeks to improve employment outcomes for high-need populations in Chicago. These high-need populations face increased hurdles in both securing and retaining a job and require additional supports. As a result, DFSS provides a range of workforce services, including job readiness services, career counseling, life skills, job placement assistance, financial coaching, and case management services through its network of community-based delegate agencies.

Performance Indicators

To track progress toward achieving our goals outlined in Section A and assess success of the Transitional Jobs Program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

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- Percentage and number of participants who enter subsidized employment.
- Percentage and number of participants who enter unsubsidized employment.
- Percentage and number of participants who receive a base hourly pay equal to or above the Standard City Minimum Wage.
- Percentage and number of participants who remain in unsubsidized employment for 30, 90, and 180-days.

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of participants enrolled.
- Number of participants who are returning citizens.
- Number of participants who are homeless or at risk of homelessness.
- Number of participants who have limited-English proficiency.
- Percentage and number of participants receiving career coaching.
- Percentage and number of participants completing Job Readiness Training.
- Percentage and number of participants earning a credential or certificate, if applicable.
- Number of employers that provide subsidized training opportunities for program participants.
- Number of employers that hired program graduates.

Data Reporting

As part of DFSS' commitment to become more outcomes-oriented, the Workforce Services Division seeks to actively and regularly collaborate with delegate agencies to enhance active contract management, improve results, and adjust program delivery and policy based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and drive program improvements and policy decisions. As such,

DFSS reserves the right to request/collect key data and metrics from delegate agencies, including participant-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives will look like.

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol(s) specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

DFSS will collect performance data from all data systems; the **Enterprise Case Management System (ECM version 6.0)**. Delegate Agencies are expected to utilize ECM for monitoring of participants in workforce services program from enrollment to placement and retention.

Requirements include:

- Ensuring all participants are enrolled within the ECM system within 3 business days of interaction with a participant.
- Adhering to required data standards based on program model as outlined in ECM v6.0.
- Ensuring participant personal identifiable information is kept confidential and secure.

Requested data shall include, but may not be limited to, aggregate and individual-level information on:

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- Participants referred for services, enrolled in services, and discharged from services.
- Activities undertaken by the delegate agency to service participants referred for services, and the timeliness of those activities.
- Findings of assessments completed by the delegate agency while delivering services.
- Participants employment outcomes at the subsidized employment phase, 30, 90 and 180-day benchmarks.
- Utilization and spending against contract award, including subsidized wages allocation.

Where ECM data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data.

Uses of Data

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency for the following:

- a) To review program performance and develop strategies to improve program quality throughout the term of the contract. In the event of under-performance at the end of the first, second or third quarter (as deemed appropriate by the DFSS Program Manager/Liaison) the delegate agency must submit a Corrective Action Plan (CAP) in writing to indicate how they will improve performance by the next quarter.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

Meetings

Delegate agencies will be required to attend quarterly meetings as they are scheduled for the fiscal year. Other meetings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Meetings shall include at a minimum the Delegate agency's Chief Executive Officer, or designee, DFSS Deputy Commissioner, Workforce Supervisor, and Program Coordinator(s). Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

At such meetings, the parties may discuss and review:

- a.) Program data and reports particularly related to the goals outlined in this agreement
- b.) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c.) Strategies on broader systems changes to improve service delivery and coordination between services

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- d.) Best practices, and effectively address any challenges experienced by delegate agencies and the target population.

Training

Delegate agencies will be required to attend trainings as they are scheduled. Trainings may take place according to a schedule to be determined by DFSS, with reasonable notice provided for delegates.

Trainings shall be attended by at a minimum the Delegate Agency's Director of Workforce Development, Supervisor, Manager and delegate agency program staff assigned to work with job seekers. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all trainings as requested by the Department. Training may occur through various platforms, one on one or with other delegate agencies.

SECTION C – CORE ELEMENTS

Program Requirements

Key elements for service delivery and most important to achieving the desired outcomes should include, but are not limited to:

- Outreach and Recruitment a strategy customized to effectively reach the priority population, and development of a referral process that involves collaborations with other community-based organizations, the Chicago Cook Workforce Partnership, etc.
-
- Program Orientation shall include, providing an overview of the program and expectations, eligibility requirements and completion of an initial intake assessment. Initial assessment and eligibility determination must be documented within ECM.
- Comprehensive Assessment and Case Planning a nationally recognized career assessment must be completed with all participants determined eligible for the program, example; i.e. O' Net Career Interest Profiler, academic assessments such as Test of Adult Basic Education (T.A.B.E)- for programs that require an assessment of basic skill levels. Development of the DFSS Individualized Employment Plan (IEP) required for all enrolled participants. All assessments and IEP development must be documented within ECM.
- Case Management Services providing advocacy, career coaching, mentoring, assisting with and or referral for supportive services, linkages to community resources, and more. All case management/coaching provided to enrolled participants must be documented in the IEP and within ECM progress notes.
- Contacts Agencies contracted to provide services are responsible for ensuring participant are contacted every 15-30 days and all actual and contact attempts are documented in ECM. Program staff should secure a main contact number and an alternate contact that allows for messages to be left on behalf of the participant. All enrolled participants are required to have a professional email address on file and entered in ECM progress notes.
- Job Readiness Training activities such as workshops and or one on one assistance with development of a resume and completing an application. Other workforce development topics

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shall include but not limited to; Mock Interviewing, Resume Development, Workplace Ethics & Behavior, Goal Setting, Proper Workplace Attire, Basic Computer Skills, Networking, and Effective Communication. Each successful participant is required to have a completed resume on file. All services, workshops attended etc. are required to be documented in the participants IEP and in ECM.

- Basic Skills Training life skills workshops including financial literacy, English-as-a-Second Language (ELL/ESL) classes and literacy instruction, access to and or referrals to adult learning programs.
- Transitional Jobs (TJP) that provide subsidized employment opportunities by partnering with employers that lead to full-time unsubsidized employment. Must establish a worksite agreement between employers, clients and contracted agency. Participants enrolled in the agencies TJP will work a minimum of 20 hours per week-maximum of 300 hours per participant, work experience and subsidized wages for all participants enrolled in TJP will be at \$13.50 per hour.
- Supportive Services- transportation assistance, work related items, vital records, referrals for legal assistance, personal protective equipment (PPE). All supportive services, referral, etc. provided to enrolled participants must be documented in the participants IEP and within ECM system.
- Placement Services Employer engagement with employers from various industries and sectors willing to collaborate on offering employment opportunities to individuals completing job readiness training. The implementation of a plan to address workforce needs within a specific industry/occupation and identify other resources that would benefit local employers such as access the Employer Tax Credits.
- Follow-up and Retention Services provide ongoing case management to include; contacts, and follow-up activities to ensure retention and career advancement. All follow and retention services must be documented in ECM in the participants file and IEP

SECTION D – PAYMENT STRUCTURE

Method of Payment

Under the CDBG performance-based contract, agencies/contractors shall request reimbursement for services performed by submitting monthly vouchers using the City's web-based eProcurement system. All new and existing delegate agencies are required to register under the iSupplier portal at:

www.cityofchicago.org/eProcurement

Vouchers must be submitted to the agencies DFSS Workforce Services Division workforce coordinator for review and approval prior to uploading into the iSupplier system. Delegates should allow a minimum of 3 business days for the review and approval process. All vouchers should be submitted within 15 calendar days after the end of the month in which services were performed. All vouchers must include the required support documents to receive compensation. Submit the required monthly report voucher log for month of service vouchering for. Vouchers submitted after the monthly deadline will result in a delayed payment.

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PO #: _____

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SECTION E – PROGRAM AND DELEGATE INFORMATION

Please complete the following program and agency information. Also, complete and sign/date the Work Program CHART (Page 9) that indicates delegate agency quarterly projections, program activities and program deliverables for the 2021 program year.

Program Overview

Program Model: **Transitional Jobs Program**

Program Name: _____

PO Number: _____

Grant Amount: _____

Contract Term: **January 1, 2021 through December 31, 2021**

Delegate Agency Contact Information

Agency Name: _____

Agency Address: _____

City, State, Zip Code: _____

Program Staff Contact Name: _____

Program Staff Title: _____

Program Staff Contact Phone: _____

Program Staff Contact Email: _____

Executive Director Name: _____ Fiscal Contact Name: _____

Executive Director Phone: _____ Fiscal Contact Phone: _____

Executive Director Email: _____ Fiscal Contact Email: _____

Administration Office Hours: _____

Facility/Site Information

List name of facility(ies) and address(es) where services are provided. Also include amount of contract allocated per site and estimated number of clients to be served at each site.

| Facility/Site Name | Address | Days of Operation | Hours of Operation | Estimated Amount of Contract allocated for this site | Estimated # of Clients to be served at this site |
|--------------------|---------|-------------------|--------------------|------------------------------------------------------|--------------------------------------------------|
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In what Ward(s), Community Area(s), and Census Tract(s) are facility/sites providing services?

Ward(s): _____

Community Area(s): _____

Census Tract(s): _____

Indicate Program Service Area:

- ☐ This program will provide services citywide to all eligible individuals. Or,
☐ This program will primarily serve the following Ward(s), Community Area(s) and Census Tract(s).

Ward(s): _____

Community Area(s): _____

Census Tract(s): _____

What are the approximate boundaries of the area from which your clients are drawn? Specify by street name.

North: _____ South: _____

East: _____ West: _____

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Description of Program

Answer the questions presented below as a part of the development of the workplan. Provide a brief narrative statement of this CDBG-funded program including the scope, target population problems addressed, and anticipated outcomes. Ensure that your Scope/Work Program incorporates the previously discussed elements of Sections A, B and C. If relevant, describe coordination with other sources/partners. This section is expected to describe the program at full operational capacity.

What employers is your agency partnering with to provide a hands-on work experience opportunity for enrolled participants? Does your agency have MOU's in place?

What industry/sector(s) do the employers your agency is partnering with represent?

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Plan for meeting performance

Instructions: Agency will develop a “block” schedule that will incorporate when program orientations, enrollment appointments, walk ins, case management will be done with job seekers. Agency should allow time for data entry into ECM, staff meetings, etc.

| Time | Monday | Tuesday | Wednesday | Thursday | Friday |
|----------|--------|---------|-----------|----------|--------|
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| 4:30 | | | | | |
| 5: 00 PM | | | | | |

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Planned Performance Outcomes

Agency's should plan to meet all planned enrollment goals by the 2nd quarter of the program year. All 30-day placements should be met by December 30, 2021

| (1.) Program Activities: List the activities that will accomplish program deliverables | (2) Program Deliverables: State what quantifiable units will be used to measure the progress of the proposed program. | (3) Planned Output by Quarter and Year Total: List the projected quantifiable units for each program deliverable. | | | | | (4) Performance Measures |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|----------------------|----------------------|----------------------|-------|-----------------------------------------------------------------------------------------------------|
| (5) Total Unduplicated Clients/Units: | | 1 st Q | 2 nd Q | 3 rd Q | 4 th Q | Total | |
| 1. Recruitment | | | | | | | # of clients recruited to transitional jobs program |
| 2. Enrollment | | | | | | | # of clients enrolled in transitional jobs program |
| 3. Training | | | | | | | # of clients trained in transitional jobs program |
| 4. Subsidized Placement | | | | | | | # of clients placed in subsidized jobs <i>(MUST be all clients indicated on the budget form)</i> |
| 5. Unsubsidized Placement | | | | | | | # of clients placed in unsubsidized jobs |
| 6. Retention – 30 days | | | | | | | # of clients that reached 30 days of unsubsidized employment |
| 7. Retention – 60 days | | | | | | | # of clients that reached 60 days of unsubsidized employment |
| 8. Retention - 90 days | | | | | | | # of clients that reached 90 days of unsubsidized employment |
| 9. Supportive Services | | | | | | | For all eligible enrolled client's supportive services at \$350 maximum per person |

Signature of Authorized Agency Official and Date: _____

Signature of DFSS Official and Date: _____

Agency Name: _____
PO #: _____

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SECTION F – SUBMITTAL AND APPROVAL

ACKNOWLEDGEMENT

- ☐ By checking this box your agency certifies that it has read and understands Sections A, B, C, and D of this document.

| | |
|------------------------------------------------------------------------|--|
| a) Applicant signature <i>(Original must be signed in blue ink)</i> | |
| b) Name (typed) | |
| c) Date submitted | |
| | |
| d) DFSS Staff signature | |
| e) Name (typed) | |
| f) Date approved | |

Source Documents

Provided below are hyperlinks to source documents. Please read and understand funding source rules and regulations:

- ✓ **U.S. Department of Housing and Urban Development (HUD)-** <https://www.hudexchange.info/>
- ✓ CDBG Eligible and Ineligible Activities and Regulations: (570.201-eligible activities; 570.207- ineligible activities) http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=d_iv5